

EXAMINER'S AMENDMENT

1. An examiner's amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it MUST be submitted no later than the payment of the issue fee.

Authorization for this examiner's amendment was given in a telephone interview with Robert Bodi on June 11, 2009:

The application has been amended as follows:

Claim 19. (Cancelled).

Claim 20. (Cancelled).

Claim 21. (Cancelled).

2. The following is an examiner's statement of reasons for allowance: The cited prior art, taken alone or in combination fails to teach the specifics of claims 1, 6, 13-18, 22, and 24. The present invention is directed to a computerized method and system wherein a survey participant elicits feedback regarding a product or service. The survey uses drill-down questions wherein questions are presented in a verbal manner wherein responses are also received in a verbal manner. Survey participant answers are automatically formatted and presented to survey participant. Survey responses are digitally recorded and played back to the user.

The closest cited prior art includes Abdoh (U.S. 6,564,207), Peters et al (U.S. 5,893,098), Ainslie et al (U.S. 6,480,599) and Mitchell et al (U.S. 5,164,981). These references fail to teach or suggest either singularly or in combination the claimed invention.

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Applicant's reply makes evident the reasons for allowance, satisfying the record as a whole as required by rule 37 CFR 1.104(e). See MPEP 1302.14

Further, it is noted Applicant's amendments to claims are sufficient to overcome previous rejections under 35 USC 101. Previous rejections under 35 USC 101 are withdrawn.

Any comments considered necessary by applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should preferably accompany the issue fee. Such submissions should be clearly labeled "Comments on Statement of Reasons for Allowance."

Conclusion

3. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

Caldwell, Chip. Frontiers of Health Services Management – mentions Eugene Nelson in an article on the future of healthcare and measuring performance

Jolls, Tessa. Technology continues to redefine HR's role.

Friesen, Brandon; Jainschigg, John. Business Neurology 101. – mentions interactive voice response in surveying

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Any inquiry concerning this communication or earlier communications from the examiner should be directed to JOHNNA R. LOFTIS whose telephone number is (571)272-6736. The examiner can normally be reached on M-F 8am-4:30pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Brad Bayat can be reached on 571-272-6704. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

/jl/
6/12/09

/Bradley B Bayat/
Supervisory Patent Examiner, Art Unit 3624